

Don Mills  
Executive Director

B

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JULIE DAVENPORT  
(Your Full Name)  
COMPLAINANT  
VS.  
Ky American Water Co.  
(Name of Utility)  
DEFENDANT

RECEIVED

JUL - 3 1998

PUBLIC SERVICE  
COMMISSION

96-333

C O M P L A I N T

The complaint of Julie Ann Davenport respectfully shows:  
(Your Full Name)

(a) Julie Ann Davenport  
(Your Full Name)

2161 Westmont Ct. Lex Ky.  
(Your Address)

(b) Ky American Water Co.  
(Name of Utility)

Richmond Rd Lex. Ky.  
(Address of Utility)

(c) That: I feel I am being charged  
(Describe here, attaching additional sheets if

for an error on someone's part,  
necessary, the specific act, fully and clearly, or facts

and since the water company can't  
that are the reason and basis for the complaint.)

figure it out, I have to pay.

Continued on Next Page

Formal Complaint

Julie Davenport vs Ky Am Water Co.  
(Your Name) (Utility Name)

Page 2

I'm not trying to get out of  
paying a bill, I'm paid to current  
except for the amount in  
question.  
# See attached

Wherefore, complainant asks I believe the balance  
(Specifically state the  
should be cleared, since no proof I'm  
relief desired.)  
at fault. Or large % of balance cleared

Dated at Lexington, Kentucky, this 7th day  
(Your City)  
of July, 1996  
(Month)

Julie Davenport  
(Your Signature)

(Name and address of attorney, if any)

March 22, 1996

Lee Vescio  
CSR Supervisor  
Kentucky-American Water Company  
2300 Richmond Road  
Lexington, KY 40502



RE: 380-88001040-01 4

Dear Ms. Vescio:

I have once again received a notice telling me that my water will be shut off if payment of \$252.44 is not received by 3/29/96. I guess I can't understand that since the water company can not explain the reason that my water bill was so high that I should just give you \$252.44. Well I have a real problem with this!

November ? 95 - Someone from your office called and told us our water usage was higher than normal. She told me the proper procedures to check and see if I had a leak.

12/2/95 - we called and explained that we did not see any type of leaks at all after checking as we were instructed and would someone come out and check our meter again. An employee of yours came and checked our meter and said that he could not detect any leak and the meter was not running when we had our water turned off.

12/4/95 - we called a plumber and he checked everything that we checked and could not find a leak either.

12/18/95 - I spoke with yourself and you said they could test our meter.

12/19/95 - they checked our meter at your location

2/7/96 - I received a letter stating they couldn't find anything wrong with my meter and that when it was checked on 11/21/95, that up to 1/29/96 that we seemed to be as we had in the past. (How did the high water usage end when nothing had even been done on our part, and I believe the call I got was after 11/21/95)

Well here is the big question, where did the water go and who used it and why is it my responsibility to pay for an unanswered problem it seems that is with the water company?

Our water bill is quite large I think for 3 people anyway at the present time, but I have gotten use to paying it and will continue to do so. Only I'm not going to pay for an error I feel that has happened on your behalf.

My personal friend is an attorney and says that we do have rights and to pay this bill it would have to be proved that we did indeed use the water.

Please get back with me and make sure you put my account back on "hold" or whatever it is called while we are questioning this bill. It is not fair to turn our water off when the portion that we know we used has been paid in full.

I can be reached before 10:30 am and after 3:30 pm at 224-4136.

Sincerely,

Julie Davenport



## Kentucky-American Water Company

2300 Richmond Road • Lexington, Kentucky 40502 • (606) 269-2386 • Fax (606) 268-6327

**Lee Vescio**  
Customer Service Supervisor

February 7, 1996

Ms. Julie Davenport  
2161 Westmont Court  
Lexington, KY 40513

Dear Ms. Davenport:

I'm sorry I wasn't able to reach you by phone on Wednesday, February 7, concerning your meter test results. The meter test form enclosed shows that the meter tested within the Public Service Commission's guidelines for accuracy.

The meter reading when we billed your account on November 21, 1995, was 1257. On January 29, 1996, we removed the meter for testing and the reading was 1279 which indicates a usage of 12 100 cubic feet in 38 days. If you continue to average this usage over the 90-day billing period, your next bill should average approximately 28 100 cubic feet which is in line with your normal average of 32 100 cubic feet.

If you should have any questions concerning the test or your usage, please contact me at 268-6305. Your next billing is scheduled for approximately February 29. We ask that you have the balance of \$252.44 paid by this date.

Sincerely,

Lee Vescio  
Customer Service Supervisor

LV/cjd

Enclosure

KENTUCKY - AMERICAN WATER COMPANY

*Used 12 cch in 38 days = 28 cch 90 days*

JAN 29 1996

**METER SHOP**

\*\*\*\*\* OFFICE USE ONLY \*\*\*\*\*

Customer Name: Tulre Davenport  
 Service Address: 2161 Westmont CT  
 Meter: Size 3/4 Make B Number 088220433

Account Number: 8800/040-01  
 Service Number: 75615  
 Test Scheduled: Date 1-29-96 Time Anytime

	GPM	Readings Beginning	Ending	Percent of Accuracy	Required Accuracy
Low Flow:	<u>3/4</u>	<u>4500</u>	<u>4600</u>	<u>100</u>	90% -- 101%
Intermediate Flow:	<u>4</u>	<u>4600</u>	<u>4701</u>	<u>101</u>	98.5% - 101.5%
Maximum Flow:	<u>40</u>	<u>4701</u>	<u>5112</u>	<u>101.1</u>	98.5% - 101.5%

\*\*\*\*\*  
 \* IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED \*  
 \* ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW. \*  
 \*\*\*\*\*

Flow Rate % of Capacity	GPM	Readings Beginning	Ending	Percent of Accuracy
25%	_____	_____	_____	_____
50%	_____	_____	_____	_____
75%	_____	_____	_____	_____

Average of all 3 tests: \_\_\_\_\_

Less Standard: -100%

Equals % of Error: \_\_\_\_\_ Fast \_\_\_\_\_ Slow \_\_\_\_\_

Before Test Reading: \_\_\_\_\_ After Test Reading: \_\_\_\_\_

Customer Witness? YES \_\_\_\_\_ NO \_\_\_\_\_

\*\*\* IF PERCENT OF ERROR IS GREATER THAN 2% THEN COMPLETE THE APPROPRIATE SECTION BELOW \*\*\*

Length of time error is known to exist: \_\_\_\_\_

FAST METER basis for refund: \_\_\_\_\_

Amount of refund: \_\_\_\_\_

SLOW METER basis for additional bill: \_\_\_\_\_

Amount of additional bill: \_\_\_\_\_

COMMENTS: \_\_\_\_\_

Copy to: Customer Service Supt. -- Inside  
 Customer Service Supt. -- Outside  
 Customer with letter

Meter Envelope  
 Service File  
 PSC Complaint File

Meter Dept File  
 Billing Dept File

\* \* \*

FINAL REMINDER  
NOTICE

\* \* \*

Dear Customer,

As of JUN.17,1996, our records show your payment has not been received. Please call our office immediately if you have any questions. If payment is not in our office by JUN.28,1996, your service may be disconnected on JUL.01,1996, without further notice. If water service is discontinued, to restore service, you must pay a reconnection fee and, in some cases, a deposit, in addition to the past due charges.

For information on local agencies to assist you in paying this bill, please call \*ASK US\* at 606-255-2374.

If someone at this address has an existing illness which would be affected by having the water service discontinued, please call our office for details about getting a health certificate that will allow time for other arrangements to be made.

*6/26 - per letter - on hold*

**\$252.44 AMOUNT DUE**

**DUE DATE - 06-28-96**

For questions about your bill please call  
In an emergency call

606-268-6300  
606-269-2395

**SERVICE PROVIDED BY:**

Account Number 380-88001040-01 4  
Service For - DAVENPORT JULIE D  
2161 WESTMONT CT  
Service Number 75615

KENTUCKY - AMERICAN  
WATER COMPANY  
2300 RICHMOND ROAD  
LEXINGTON, KY 40502



\* \* \* FINAL REMINDER \* \* \*  
NOTICE

Dear Customer,

As of MAR.18,1996, our records show your payment has not been received. Please call our office immediately if you have any questions. If payment is not in our office by MAR.29,1996, your service may be disconnected on APR.01,1996, without further notice. If water service is discontinued, to restore service, you must pay a reconnection fee and, in some cases, a deposit, in addition to the past due charges.

For information on local agencies to assist you in paying this bill, please call \*ASK US\* at American Red Cross, 606-255-2374.

If someone at this address has an existing illness which would be affected by having the water service discontinued, please call our office for details about getting a health certificate that will allow time for other arrangements to be made.

**\$252.44 AMOUNT DUE**

**DUE DATE - 03-29-96**

For questions about your bill please call 606-268-6300  
In an emergency call 606-269-2395

**SERVICE PROVIDED BY:**

Account Number 380-88001040-01 4  
Service For - DAVENPORT JULIE D  
2161 WESTMONT CT  
Service Number 75615

KENTUCKY - AMERICAN  
WATER COMPANY  
2300 RICHMOND ROAD  
LEXINGTON, KY 40502



3808800104001000000000003524006



KENTUCKY - AMERICAN  
WATER COMPANY  
2300 RICHMOND ROAD  
LEXINGTON, KY 40502

ACCOUNT NUMBER

380-88001040-01

AMOUNT DUE

\$352.44

DAVENPORT JULIE D  
2161 WESTMONT CT  
LEXINGTON KY 40513-1221

DUE DATE

12-29-95



KY-AMERICAN WATER CO.  
P.O. BOX 75159  
BALTIMORE MD 21275-0159



Service address:  
2161 WESTMONT CT

PLEASE MAKE CHECKS PAYABLE TO KAWC  
AND INDICATE ACCOUNT NUMBER ON CHECK

FINAL REMINDER

RETURN THIS PORTION WITH PAYMENT.

DEAR CUSTOMER,

AS OF DEC.19,1995,OUR RECORDS SHOW YOUR PAYMENT HAS NOT BEEN RECEIVED. PLEASE CALL OUR OFFICE IMMEDIATELY IF YOU HAVE ANY QUESTIONS. IF PAYMENT IS NOT IN OUR OFFICE BY DEC.29,1995, SERVICE MAY BE DISCONNECTED ON JAN.02,1996, WITHOUT FURTHER NOTICE. IF WATER SERVICE IS DISCONTINUED, TO RESTORE SERVICE, YOU MUST PAY A RECONNECTION FEE AND, IN SOME CASES, A DEPOSIT, IN ADDITION TO THE PAST DUE CHARGES.

FOR INFORMATION ON LOCAL AGENCIES TO ASSIST YOU IN PAYING THIS BILL, PLEASE CALL \*ASK US\* AT AMERICAN RED CROSS, 606-255-2374.

IF SOMEONE AT THIS ADDRESS HAS AN EXISTING ILLNESS WHICH WOULD BE AFFECTED BY HAVING THE WATER SERVICE DISCONTINUED, PLEASE CALL OUR OFFICE FOR DETAILS ABOUT GETTING A HEALTH CERTIFICATE THAT WILL ALLOW TIME FOR OTHER ARRANGEMENTS TO BE MADE.

Service to: 380-88001040-01 4  
DAVENPORT JULIE D  
2161 WESTMONT CT

AMOUNT OF LAST BILL  
Payments, Mar. 14, 1996, Thank You  
Prior Balance May 24, 1996

392.71  
140.27CR  
252.44

**BILLING PERIOD**

Feb. 21, 96 TO May 21, 96

Date Billed 05-28-96

Service for 90 Days

Next Reading on/about Aug. 21

**CURRENT WATER CHARGES**

Water Charge

82.04

**OTHER CHARGES**

LFUCG Sewer Charge

42.96

Franchise Tax, Svc Class 6

1.66

Fayette County Tax, Svc Class 6

2.49

KRA Withdrawal Fee, Svc Class 6

.97

Total current charges

130.12

Your Prior Balance was

252.44

**TOTAL AMOUNT DUE**

**\$382.56**

**METER READING INFORMATION**

Meter no. Meter size

088220433 1 inch

Present-Actual 131200

Prior 128600

Cubic Feet Usage 2600

Equivalent Gallons 19,500

Average water usage for  
this period 217 gals a day.

**PREVIOUS PERIOD USAGE**

21,750 GALLONS

**SAME PERIOD LAST YEAR**

20,250 GALLONS

#1118  
6/1  
130.12

**MESSAGES TO YOU FROM KENTUCKY - AMERICAN**

If you have questions or concerns, please contact our office. Office  
Hours 8:00 am to 4:30 pm M-F Phone 606-268-6300 or 1-800-678-6301,  
EMERGENCY - 606-269-2395.

KENTUCKY RIVER CLEAN SWEEP - Interested in helping clean up the Kentucky  
River? Plan to participate in the 6th Annual Kentucky River Clean Sweep on  
Saturday, June 1, 1996, from 9:00 AM - 3:00 PM at the Clays Ferry Dock.  
Contact Sylvia Shackelford of the LFUCG at 258-3400 for more information.

Brochures on tips to conserve water are available in our lobby.

Service to: 380-88001040-01 4  
DAVENPORT JULIE D  
2161 WESTMONT CT

AMOUNT OF LAST BILL  
Payments, Dec. 29, 1995, Thank You  
Prior Balance Feb. 26, 1996

352.44
100.00CR
252.44

**BILLING PERIOD**

Nov. 21, 95 TO Feb. 21, 96

Date Billed 02-27-96

Service for 92 Days

Next Reading on/about May 21

**CURRENT WATER CHARGES**

Water Charge

86.45

**OTHER CHARGES**

LFUCG Sewer Charge

48.36

Franchise Tax, Svc Class 6

1.75

Fayette County Tax, Svc Class 6

2.63

KRA Withdrawal Fee, Svc Class 6

1.08

Total current charges

140.27

Your Prior Balance was

252.44

**TOTAL AMOUNT DUE**

**\$392.71**

**METER READING INFORMATION**

Meter no. Meter size

088220433 1 inch

Present-Actual

128600

Prior

125700

Cubic Feet Usage

2900

Equivalent Gallons

21,750

Average water usage for  
this period 236 gals a day.

#1121

3/7

140.27

**PREVIOUS PERIOD USAGE**

122,250 GALLONS

**SAME PERIOD LAST YEAR**

23,250 GALLONS

**MESSAGES TO YOU FROM KENTUCKY - AMERICAN**

If you have questions or concerns, please contact our office. Office  
Hours 8:00 am to 4:30 pm M-F Phone 606-268-6300 or 1-800-678-6301,  
EMERGENCY - 606-269-2395.  
Brochures on tips to conserve water are available in our lobby.

BILLING PERIOD  
Aug-21 TO Nov-21 ( 92 days)  
Billing date 11-29-95  
Next reading on/about Feb-21

AMOUNT OF LAST BILL

Payment-Thank You  
Prior balance due

\$133.53

\$133.53-

\$ .00

METER INFORMATION

Meter no. Meter size  
088220433 1

CURRENT WATER CHARGES

\$283.53

METER READING INFORMATION

Present-Actual 125700  
Prior 109400  
Cubic feet usage 16300  
Gallon usage 122250

OTHER CHARGES

LFUCG sewer charge \$48.36  
KRA withdrawal fee CL6 \$6.07  
Fayt Co tax-svc CL6 \$8.69  
Franchise tax-svc CL6 \$5.79  
Total current charges \$352.44  
Your prior balance was \$.00  
TOTAL AMOUNT DUE \$352.44

Dec 4, plumber inspected  
both toilets.

12/18 Peggy-  
month usage -  
shill call Wed.

PREVIOUS PERIOD USAGE  
20,250 GALLONS  
SAME PERIOD LAST YEAR  
27,750 GALLONS

} Decrease

KENTUCKY - AMERICAN  
WATER COMPANY  
2300 RICHMOND ROAD  
LEXINGTON, KY 40502

Service to: DAVENPORT JULIE D  
2161 WESTMONT CT

Average water usage for  
this period 1329 gal a day

Service number: 75615  
Account number: 380-88001040-01

MESSAGES TO YOU FROM KENTUCKY - AMERICAN

If you have questions or concerns, please contact our office. Office  
Hours 8:00 am to 4:30 pm M-F Phone 606-268-6300 or 1-800-678-6301,  
EMERGENCY - 606-269-2395.

Brochures on tips to conserve water are available in our lobby.

12/19 ckd our meter

Lee Vesio

5/95 215gl

8/95

215gl day

268-6305

11/95 260gl day

1/2